Electronic Acknowledgement Receipt				
EFS ID:	2465198			
Application Number:	09944676			
International Application Number:				
Confirmation Number:	8505			
Title of Invention:	System and method for automated end-user support			
First Named Inventor/Applicant Name:	Daniel Keele Burgin			
Customer Number:	26874			
Filer:	Eleanor Maria Farrell Schainat/Merry Jo Kerekes Eleanor Maria Farrell Schainat			
Filer Authorized By:				
Attorney Docket Number:	1160215/0474949			
Receipt Date:	14-NOV-2007			
Filing Date:	31-AUG-2001			
Time Stamp:	11:10:54			
Application Type:	Utility under 35 USC 111(a)			
Payment information:				
Submitted with Payment	no			

-	Submitted with Payment	no

File Listing:

9.					
Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)
	Appeal Brief Filed	ConvergysAppealBrief.pdf	126757	no	27
'		49751721810025614/91155a61316105d 3967357		٢	
M4	Manufacture.				

warni	ngs
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Information:

2	Affidavit/Dec/Exhibit after Notice of Appeal	09944836-PreAppealReqDe cision.pdf	301016	no	7	
			18447c912aba5c3010baae2b3a083687 dd3d1167			
Warnings:						
Information:						
Total Files Size (in bytes):			4:	77773		

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New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.